



## CITY OF NEWPORT BEACH Board of Library Trustees Agenda

Newport Beach Public Library  
1000 Avocado Avenue, Newport Beach  
October 20, 2014 – 5:00 p.m.

### ***Board of Library Trustees Members:***

Robyn Grant, Chair of the Board  
John Prichard, Vice-Chair of the Board  
Eleanor Palk, Secretary of the Board  
Jill Johnson-Tucker  
Jerry King

### ***Staff Members:***

Tim Hetherton, Library Services Director  
Dave Curtis, Library Services Manager  
Elaine McMillion, Administrative Support Specialist

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#### **1) CALL MEETING TO ORDER**

#### **2) ROLL CALL**

#### **3) PUBLIC COMMENTS**

*Public comments are invited on agenda items. Speakers must limit comments to five (5) minutes. Before speaking, we invite, but do not require, you to state your name for the record. The Board of Library Trustees has the discretion to extend or shorten the speakers' time limit on agenda or non-agenda items, provided the time limit adjustment is applied equally to all speakers. As a courtesy, please turn cell phones off or set them in silent mode.*

#### **4) APPROVAL OF MINUTES – Draft September 22, 2014 Minutes**

#### **5) CURRENT BUSINESS**

*All matters listed under CONSENT CALENDAR are considered to be routine and will all be enacted by one motion in the form listed below. The Board of Library Trustees has received detailed staff reports on each of the items. There will be no separate discussion of these items prior to the time the Board of Library Trustees votes on the motion unless members of the Board of Library Trustees, staff or the public request specific items to be discussed and/or removed from the Consent Calendar for separate action.*

##### **A. CONSENT CALENDAR**

1. **Customer Comments** - Monthly review of evaluations of library services through suggestions and requests received from customers.
2. **Library Activities** - Monthly update of library events, services and statistics.
3. **Expenditure Status Report** - Monthly expenditure status of the Library's operating expenses; services, salaries and benefits by department. **(Includes quarterly updates – FOL and NBPLF)**
4. **Board of Library Trustees Monitoring List** - List of agenda items and dates for monthly review of projects by the Board of Library Trustees.

## **B. ITEMS FOR REVIEW AND POSSIBLE ACTION**

1. **Proposed Library Use Policy** – Staff will submit proposed revisions to the Board of Library Trustees for approval.
2. **Corona del Mar Branch Project Update** – Staff provides an update on recent activities pertaining to the proposed Library/Fire Station joint facility in Corona del Mar. (Committee liaisons: Vice Chair Prichard, and Trustee King)
3. **Capital Improvement and Capital Outlay Needs** – Staff provides a report on Library capital improvement and capital outlay needs.

## **C. MONTHLY REPORTS - No written reports created prior to the Board of Library Trustees Meeting**

1. **Library Services Director Report** - Report of Library issues regarding services, customers and staff.
2. **Friends of the Library Liaison Report** - Trustee Johnson-Tucker's update of the most recently attended Friends of the Library Board's monthly meeting.
3. **Library Foundation Liaison Report** - Chair Grant's update of the most recently attended Newport Beach Public Library Foundation Board monthly meeting.
4. **DSLS Liaison Report** - Secretary Palk's update of the most recently attended Distinguished Speakers Lecture Series Committee's monthly meeting.

## **6) BOARD OF LIBRARY TRUSTEES ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)**

## **7) PUBLIC COMMENTS ON NON-AGENDA ITEMS**

*Public comments are invited on non-agenda items generally considered to be within the subject matter jurisdiction of the Board of Library Trustees. Speakers must limit comments to three (3) minutes. Before speaking, we invite, but do not require, you to state your name for the record. The Board of Library Trustees has the discretion to extend or shorten the speakers' time limit on non-agenda items, provided the time limit adjustment is applied equally to all speakers. As a courtesy, please turn cell phones off or set them in the silent mode.*

## **8) ADJOURNMENT**

*This Board of Library Trustees is subject to the Ralph M. Brown Act. Among other things, the Brown Act requires that the Board of Library Trustees agenda be posted at least seventy-two (72) hours in advance of each regular meeting and that the public be allowed to comment on agenda items before the Board of Library Trustees and items not on the agenda but are within the subject matter jurisdiction of the Board of Library Trustees. The Board of Library Trustees may limit public comments to a reasonable amount of time, generally three (3) minutes per person.*

*It is the intention of the City of Newport Beach to comply with the Americans with Disabilities Act ("ADA") in all respects. If, as an attendee or a participant at this meeting, you will need special assistance beyond what is normally provided, the City of Newport Beach will attempt to accommodate you in every reasonable manner. If requested, this agenda will be made available in appropriate alternative formats to persons with a disability, as required by Section 202 of the Americans with Disabilities Act of 1990 (42 U.S.C. Sec. 12132), and the federal rules and regulations adopted in implementation thereof. Please contact the City Clerk's Office at least forty-eight (48) hours prior to the meeting to inform us of your particular needs and to determine if accommodation is feasible at (949) 644-3005 or [cityclerk@newportbeachca.gov](mailto:cityclerk@newportbeachca.gov).*

## CITY OF NEWPORT BEACH

### Board of Library Trustees Meeting Minutes September 22, 2014 – 5:00 p.m.

The agenda for the Regular Meeting which was held at the Mariners Branch Library was posted on September 19, 2014, at 7:56 a.m. on the City Hall Electronic Bulletin Board, on September 18, 2014, at 5:27 p.m. in the Meeting Agenda Binder, located in the entrance of the City Council Chambers at 100 Civic Center Drive, and on September 19, 2014, at 10:30 a.m. on the City's website.

#### **CONVENED AT 5:00 p.m.**

1) **CALL MEETING TO ORDER** – Chair Robyn Grant called the meeting to order.

2) **ROLL CALL** – Roll call by Administrative Support Specialist Elaine McMillion

Trustees Present: Chair Robyn Grant, Vice-Chair John Prichard, Secretary Palk, Jill Johnson-Tucker, Jerry King

Staff Present: Library Services Director Tim Hetherton, Library Services Manager Dave Curtis, Support Services Coordinator Melissa Kelly, Youth Services & Branch Coordinator Debbie Walker, Mariners Branch Librarian Heather Hart, and Administrative Support Specialist Elaine McMillion

#### 3) **PUBLIC COMMENTS**

Jim Mosher encouraged the Board of Library Trustees while at the Mariners Branch Library at this meeting to take a look at how the public computer area is set up as it is much more user friendly and attractive because of the privacy it provides the users with the separated corrals. The proposed changes to the Library Use Policy call for consistency with all policies and should be discussed carefully before being adopted. Further comments were provided by Mr. Mosher in written format.

A customer who declined to give his name for the record expressed his concern about individuals that use the public computers and are sick, coughing, sneezing, and lack basic hygiene issues thus passing germs on to other public computer users. He has brought this to staff's attention and suggested the Library also post signage to deter someone who may be sick from using the public computers.

#### 4) **APPROVAL OF MINUTES** – August 18, 2014 Meeting Minutes

**Motion** made by Trustee King and seconded by Secretary Palk and carried (4-0-1-0) to approve the minutes of Monday, August 18, 2014.

AYES: Grant, Prichard, Palk, King  
NOES: None  
ABSTENTIONS: Johnson-Tucker  
ABSENT: None

#### A. **CONSENT CALENDAR**

1. **Customer Comments** – *Monthly review of evaluations of library services through suggestions and requests received from customers.*

2. **Library Activities** – *Monthly update of library events, services, and statistics.*
3. **Expenditure Status Report** – *Monthly expenditure status of the Library's operating expenses, services, salaries, and benefits by department.*
4. **Board of Library Trustees Monitoring List** – *List of agenda items and dates for monthly review of projects by the Board of Library Trustees.*

**Motion** made by Trustee King and seconded by Vice Chair Prichard and carried (5-0-0-0) to approve the Consent Calendar Items as presented.

AYES:	Grant, Prichard, Palk, King, Johnson-Tucker
NOES:	None
ABSTENTIONS:	None
ABSENT:	None

Vice Chair Prichard asked for clarification on how items are put on the agenda in relation to the Board of Library Trustees Monitoring List's listed agenda items. Staff explained that anything that is not listed on this list or on the current agenda may be suggested under Agenda Item 6. *Board of Library Trustees Announcements or Matters Which Members Would Like Placed on a Future Agenda for Discussion, Action or Report (Non-Discussion Item).*

## **B. ITEMS FOR REVIEW AND POSSIBLE ACTION**

### **1. Mariners Branch Update**

Mariners Branch Librarian Heather Hart gave an overview of the Mariners Branch Library which included an update on children's programs, the Summer Reading Program, storytimes, public parking, public use of computers, laptops and iPads, staffing, and use by the Recreation Department of the Jorgensen room for after school programs. Suggestions by the Board included expanding the Literacy program to this branch, adding keyboard to iPad checkouts, and putting signage on the back gate to inform of additional parking behind the branch.

### **2. Childrens' Services Report**

Youth and Branch Services Coordinator Debbie Walker noted that the Children's departments, at all four Library locations have had very successful events. *National Library Week* events were held from April 13 through 19. The written staff report provided at this meeting highlighted many children's programs some of which funding was provided for by the Friends of the Library and the Library Foundation. The storytimes have been very popular and include volunteer readers such as Board of Library Trustees, City Manager and City Council members. The funding helps provide event program performers, craft supplies, printed brochures, and prizes. *National Library Week, Imagination Celebration, Summer Reading Program*, first-grade class visits, creation of booklists, and accelerated reader software were also discussed and reviewed.

Heather Hart gave an overview of the *1,000 Books Before Kindergarten* program she proposed through the *Pitch-an-idea* program. Planned marketing of this program as outlined in the written staff report was discussed. The Board commended staff for their great work.

### **3. Newport Beach Public Library Website & Social Networking Update**

Library Services Manager Dave Curtis provided a written staff report prior to this meeting which included data indicating the Library's efforts in social media outreach through Facebook, Twitter, Yelp, Pinterest,

the Library's website and through the mobile Boopsie Application. The usage of social media is increasing and staff is looking at aggregation updates, and what information to share. This helps increase circulation and library users by providing 24/7 service through mobile applications. Discussion continued on ways in which to further market the Library through the website and social media.

#### **4. Okazaki Gift**

Library Services Director Tim Hetherton gave an update through a written report on the planning and placement of the Okazaki gift statue. The statue arrived in the U.S. from Japan last week. Pending City Council approval it will be temporarily placed in the Central Library bamboo courtyard during a ceremony which will include approximately thirty-two dignitaries from Okazaki and Newport Beach Sister Cities. The temporary placement will allow adequate time to plan and prepare for the October 14 acceptance ceremony to be held in the Friends Meeting Room and bamboo courtyard at 11:00 a.m., where it will be formally presented and accepted. The statue will be permanently relocated from the Central Library site to Irvine Terrace Park in the near future. The permanent site was chosen due to its history with one of the founders of the Newport Beach Sister City Association. Both the City Arts Commission and the Board of Library Trustees have approved the placement plan as outlined. The Board of Library Trustees and the City Arts Commissioners are invited to attend.

#### **5. Library Use Policy**

Dave Curtis reviewed the written revisions to the current Library Use Policy as provided in the staff report. The current policy and the proposed red-lined revisions was included and reviewed. After discussion and review the Board agreed to appoint Secretary Eleanor Palk to work directly with Dave Curtis to prepare a formal red-lined version addressing suggestions from this meeting's discussion. This procedure has worked well in the past on other Library policies. A final red-lined draft will be submitted to the Board for their review and possible approval at the October 20, 2014 meeting.

#### **6. Circulation Policy Revisions to Section 3 Loan Periods**

Support Service Coordinator Melissa Kelly reviewed the staff report outlining the suggested revisions to the Circulation Policy in sections 3.04, 3.05, 3.07, and 3.15. It was suggested to extend the loan period for circulating periodicals, new adult books, and eReaders from 14 days to 21 days with 2 additional renewals from 14 days to 21 days if the item has not been reserved. The suggested loan period for compact discs would change from 7 days to 21 days with 2 additional renewals of 21 days if no reserves are on the item.

**Motion** made by Vice Chair Prichard and seconded by Secretary Palk and carried (5-0-0-0) to approve the suggested revisions to the Circulation Policy as presented.

AYES:	Grant, Prichard, Palk, King, Johnson-Tucker
NOES:	None
ABSTENTIONS:	None
ABSENT:	None

#### **7. Corona del Mar Branch Project Update**

As noted in the staff report Director Hetherton gave an update on the Corona del Mar Branch Library/Fire Station joint-use project and that two finalists have been chosen. Both companies are responsive to the public. There have only been 24 responses to the Mind Mixer survey available online at [www.connectnewportbeach.com](http://www.connectnewportbeach.com). This survey will be extended in order to hopefully receive more community feedback on this project. This survey gleans feedback on what one likes the most and what one likes the least about the Corona del Mar branch, how often the branch is used and what children's based services, programs, and collections one would like to see offered, and any special amenities



desired. Further discussion included suggested ways to increase media coverage and means to get the word out to the public in order to receive more results on the survey in printed format as well as through a computer survey.

## C. MONTHLY REPORTS

Chair Grant amended the agenda so that Vice Chair Prichard could give the DSLS Liaison Report first as he will need to leave this meeting prior to being adjourned.

### **1. DSLS Liaison Report**

Vice Chair Prichard reported on the last DSLS meeting held on September 4 where the logistics of the Jonathan Franzen lecture to be held on Saturday, October 25 at 7:00pm were discussed. A new Committee member was introduced and welcomed. They discussed ways that they could increase the program donors and sponsors. Also discussed were plans for a fall event, and the 2015 speaker slate.

### **2. Library Services Director Report**

Director Hetherton attended the Corona del Mar Residents Association meeting and made a presentation on the Corona del Mar Branch Library/Fire Station joint-use project encouraging everyone present to make their needs known to help in creating a service model that works for all. The annual operating cost for the six days per week to operate this branch including salaries is approximately a quarter of a million dollars.

He attended a Newport Beach Public Library Foundation reception on the bamboo courtyard and thanked the Foundation donors for their contributions in making the Newport Beach Public Library so successful. He noted the success of the Lynda.com application still offered in the Media Lab, highlighting the Anime comic collection DVDs and graphic novels.

### **3. Friends of the Library Liaison Report**

Trustee Johnson-Tucker was not in attendance at the last meeting so Director Hetherton gave an update that the Friends made \$200 at their last book sale which was recently held during an event which was held on the Civic Green. They discussed the potential use of the second floor retail space across from the Bistro. The donation check from the Friends of the Library in the amount of \$250,000 was presented at the last City Council meeting.

### **4. Library Foundation Liaison Report**

Chair Grant reported that she, Dave Curtis and Tim Hetherton attended the last Foundation Board meeting. A check in the amount of \$224,000 will be presented at the September 23 City Council Meeting. Some of the issues discussed at their meeting were to increase their ability to apply for grants, increase children's and adult memberships, approve the temporary part time employee to a full time permanent employee, the annual retreat, and support of the Pitch-an-Idea projects. Another \$100,000 naming donor has been approved.

### **6) BOARD OF LIBRARY TRUSTEES ANNOUNCEMENTS OR MATTERS WHICH MEMBERS WOULD LIKE PLACED ON A FUTURE AGENDA FOR DISCUSSION, ACTION OR REPORT (NON-DISCUSSION ITEM)**

Trustee Johnson-Tucker and Secretary Palk noted that they will not be at the October 20, 2014 meeting, and Chair Grant, Vice Chair Prichard and Trustee King confirmed their attendance.

The Board asked Director Hetherton to provide a summary of the second floor vacant retail space and

floor plan as part of his Library Services Director's report at the next meeting.

Chair Grant, and Trustees Johnson-Tucker and King noted that they planning on attending the Arts Master Plan meeting which will be held at the OASIS Senior Center on Monday, September 29 at 6:30pm.

Vice Chair Prichard left the meeting at 6:42pm.

## 7) PUBLIC COMMENTS ON NON-AGENDA ITEMS

No public comments were made.

## 8) ADJOURNMENT – 6:46 p.m.

Submitted by: \_\_\_\_\_  
Approval of Minutes

**NEWPORT BEACH PUBLIC LIBRARY CUSTOMER COMMENTS  
SEPTEMBER 2014**

COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer	COMMENT	RESPONSE
<p><u>1</u> <u>9/10/2014</u> <u>Comment Form - Card</u> <u>Natalie Basmacıyan</u> <u>Adult Services Coordinator</u> <u>9/16/2014</u></p>	The employees at the Reference Desk downstairs. I want the desk downstairs.	<u>Natalie Basmacıyan responded via email as follows:</u> Thank you for taking the time to complete a customer comment card complimenting the downstairs staff. With regards to the downstairs desk, the Central Library staff will have more of a presence in the Popular Library area in the next few weeks. The opening of the Media Lab added a new service point for staffing, and we now have a plan to address the downstairs staffing. I appreciate your feedback and patience as we transition to resuming service in the Popular Library. Please let me know if I may be of further assistance in any way.
<p><u>2</u> <u>9/11/2014</u> <u>Comment Form - Card</u> <u>Dave Curtis</u> <u>Library Services Manager</u> <u>9/15/2014</u></p>	I know it is a current trend to have standing workstation. If that is the reason the chair was removed from the resource desk then I assume that who ever determines this change is also standing all day.	<u>Dave Curtis responded via email as follows:</u> Thank you for your concern regarding there being a seat for our staff at the popular library service point. We have added the option for staff to be seated while using the computer. Our aim there is to have the staff person moving about the area to address needs of the patrons and the collections. Their time at that service point is typically one hour. I hope this information is helpful. Thanks again for your input,
<p><u>3</u> <u>9/12/2014</u> <u>Comment Form - Email</u> <u>Melissa Kelly</u> <u>Support Services Coordinator</u> <u>9/15/2014</u></p>	Why can't I place a hold on the "Draft Day" DVD?	<u>Melissa Kelly responded via email as follows:</u> The recently released movies, such as Draft Day, are put into our rental collection and are circulated on a first come, first serve basis. Since these titles are very popular and in high demand they are able to circulate more quickly by not being in the Holds system. Once they have been in our system for about 6 months, they are moved out of the rental collection and customer may then reserve the titles and check it out without paying a rental fee. We are sorry for the inconvenience that this may cause you. Thank you for using your Library.
<p><u>4</u> <u>9/15/2014</u> <u>Comment Form - Card</u> <u>Heather Hart</u> <u>Branch Librarian</u> <u>9/15/2014</u></p>	Re: Mariner's Library Parking - The adjacent schools parents are using Mariners parking lot for their events. Perhaps the park too. It is rating some investigation and follow-up should be made because there is much difficulty and frustration with parking as soon as school starts. I hope you will look into it. Of course, I LOVE the library!!! Thanks.	<u>Heather Hart responded via email as follows:</u> This is in response to your recent comment form submitted at the Mariners Library. We have noticed the increase in the use of our parking lot by Mariners school parents. We are asking the school to send out reminders to all parents that the library lot is not for school use and to make other arrangements when picking up their children. Thanks for your attentiveness, it is nice to hear that you love the Library! Let me know if you have any further questions.



<p>COMMENT # Date Received Source of Comment Staff Member Assigned To Staff Member Title Date Responded to Customer</p>	<p>COMMENT</p>	<p>RESPONSE</p>
<p>5 9/15/2014 Comment Form - Card Heather Hart Branch Librarian 9/15/2014</p>	<p>The staff is very helpful. More books by Avery Cormen. He has written 5 boooks, but the Library has only one "A Perfect Divorce."</p>	<p><u>Heather Hart responded via email as follows:</u> Thank you for the recent comment form you left at the Mariners Branch. I'm appreciate that you took the time to compliment how helpful you find the library staff. I will pass on your suggestion that the library purchase more books by Avery Cormen on to the appropriate librarian. Thanks again for your comments, and please let me know if you have any further questions.</p>
<p>6 9/15/2014 Comment Form - Card Heather Hart Branch Librarian 9/15/2014</p>	<p>Film Collection. The Parking is nasty. I suspect people going to the school next door are using yours (Mariners).</p>	<p><u>Heather Hart responded via email as follows:</u> This is in response to your recent comment form submitted at the Mariners Library. We have noticed the increase in the use of our parking lot by Mariners school parents. We are asking the school to send out reminders to all parents that the library lot is not for school use and to make other arrangements when picking up their children. Thanks for using the Newport Library. It is nice to hear that you appreciate our film collection. Let me know if you have any further questions.</p>
<p>7 9/15/2014 Comment Form - Card Heather Hart Branch Manager 9/15/2014</p>	<p>There are five empty tables in the children's section yet I was stalked to some available seating for adults. I did not sit with the stalker. The adults are all stuffed in at the computers and tables yet there is room going to waste in the children's area. People should be able to use it until the children need it.</p>	<p><u>Heather Hart responded via email as follows:</u> This is in response to your recent comment form at the Mariners Branch Library. In order to ensure a welcoming environment in the Children's room, that area is reserved for children under the age of twelve and their caregivers. You also indicated you had problem regarding seating in the Adult area. Please inform staff of any issues you may have with other library customers. We want all of our users to be comfortable in the library.</p>

<p>COMMENT #</p> <p>Date Received</p> <p>Source of Comment</p> <p>Staff Member Assigned To</p> <p>Staff Member Title</p> <p>Date Responded to Customer</p>	COMMENT	RESPONSE
<p><u>8</u></p> <p><u>9/23/2014</u></p> <p><u>Comment Form - Letter</u></p> <p><u>Tim Hetherton</u></p> <p><u>Library Services Director</u></p> <p><u>9/23/1014</u></p>	<p>Dear Board Members and Mr. Tim Hetherton: Our family has been a stakeholder in the library since 1970. Three generations have donated to the library, supported the library and use the library regularly. In that spirit I am writing to focus your attention on a matter that I believe threatens our library. The vagrancy impact has become a risk to the library, its staff and patrons. Vagrants behave outside of mainstream community norms, and they are not responsible stakeholders in the library's success or failure. They violate the library's use policy openly and regularly. This weekend I saw major violations of our use policy...open drink containers, blankets and bedrolls, multiple backpacks exceeding size limitations, unhealthy personal hygiene and filthiness that harms the library's physical plant. Your use policy covers most of these areas, but it could be tightened even more to establish responsible behavior expected from guests. It could also outline penalties like 2 violations leads to a 6 month suspension and 3 violations leads to a 1 year suspension. Violators could be cited for trespassing. You must also have enforcement beyond library staff. While enforcing rules is within the job description of a librarian, confronting unpredictable vagrants is not. Employ the police or security staff to deter violators and demonstrate a strong visible presence and commitment. A soft target invites more vagrancy as word spreads within their community. Encourage library guests to familiarize themselves with the use policy and turn in serious violators. Make no mistake. I do not care about one's home living situation. What I do care about is that everyone in the library behave responsibly. Absent enforced library use policy standards expect an increasing number of library goers observing "homeless shelter use standards." To my mind that is a threat to library's physical plant and the safety of its guests and staff. It undermines one of our best community institutions.</p>	<p><u>Tim Hetherton responded via email as follows:</u> Thank you for your input in regard to Library policy. The Library is working to resolve many of the issues you mention while still being committed to providing fair and equitable access to all of our customers. Part of our solution is a more proactive approach to ensuring that customers abide by the Library Use Policy. The Library Administration is presently working on updating and amending the Use Policy. We believe that staff and customers will benefit from the proposed modifications to the current Library Use Policy. Staff will have a better tool to help ensure a safe and enjoyable environment, and customers will have an improved experience generally. Additionally, customers most directly affected by the policy will have more equitable access and recourse. The Use Policy revisions will be presented at the Monday, October 20 Board of Library Trustees meeting at the Central Library in the Small Conference Room at 5 PM. The actual document will be part of the agenda packet, which I will send to you prior to the meeting. I would be remiss if I did not take this opportunity to thank you for your long and multi-generational support of your Library. We value your patronage.</p>
<p><u>9</u></p> <p><u>9/24/2014</u></p> <p><u>Comment Form - Card</u></p> <p><u>Melissa Kelly</u></p> <p><u>Adult Services Coordinator</u></p> <p><u>9/26/2014</u></p>	<p>Paper towel dispensers on 2nd floor men's and women's are too large for the towels. Paper towels keep falling out in bundles and wasted.</p>	<p><u>Melissa Kelly responded via phone as follows:</u> I called Cheryl Vode regarding her paper towel suggestion. I left the following message with my contact info: The paper towel dispensers at the Central Library are capable of holding various types of towels. After trying some of the higher end towels, we decide to use the standard issue towels from the City. The higher end towels were almost double the price of the current ones that the City purchases in larger quantities, so we have money. This standard towel is sometimes difficult to pull out, especially when the dispenser is full and they are tightly compacted in the unit. Users tend to pull hard and end up with more towels than what they needed. This may seem wasteful, but we have found that we are still saving money by using the standard towels. We have found that if the dispenser is not filled to the top, they are easier to pull out and there is less chance of getting a wad of towels when you only wanted one. We will ask the cleaning crew to only fill the dispensers three quarters full. <u>The Customer responded via phone as follows:</u> She was grateful that we listened to her and responded. She appreciates that we are trying to use our money wisely. She just wanted to make sure that we were aware of the issue with these fixtures and towels in case there was something that we could do to change it.</p>

<p>COMMENT #</p> <p>Date Received</p> <p>Source of Comment</p> <p>Staff Member Assigned To</p> <p>Staff Member Title</p> <p>Date Responded to Customer</p>	COMMENT	RESPONSE
<p><u>10</u></p> <p><u>9/26/2014</u></p> <p><u>Comment Form - Card</u></p> <p><u>Dave Curtis</u></p> <p><u>Library Services Manager</u></p> <p><u>9/29/2014</u></p>	<p>Availability of books, speakers, special events, the abundance of services offered to Library Patrons, book sales, xint staff We hope that you will return the large desk to the Popular Library Area. More desk surface is helpful for Library Patrons to set down pesonal item and also conveniently have access to information that was formerly located there.</p>	<p><u>Dave Curtis responded via email as follows:</u> Thank you for your input regarding the desk and surface space at the popular library service point. We have changed up that space a little bit as we look to improve service. Our aim there is to have the staff person moving about the area to address needs of the patrons and the collections. Their time at that service point is typically one hour and we want that staff person mobile and not "parked" at one location. I totally understand the need for some room to set things down and we plan to address that as we move our concepts forward. I hope this information is helpful.</p> <p>Thanks again for your input,</p>

## NEWPORT BEACH PUBLIC LIBRARY

To: Board of Library Trustees  
From: Tim Hetherton, Library Services Director  
Re: Report of Library Activities – October 20, 2014 Board of Library Trustees Meeting

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### TIM HETHERTON, LIBRARY SERVICES DIRECTOR

*"After all manner of professors have done their best for us, the place we are to get knowledge is in books. The true university of these days is a collection of books." - Albert Camus*

Self-directed learning remains the cornerstone of the public library. It is an appealing proposition for library customers as it is analogous to planning a trip. The customer selects where they would like to go, how they will get there, and how long they will stay before they seek out a new destination. Sometimes the destination is a new skill or the ability to complete short term project. Other times it is a flight of fancy or a trip taken for sheer pleasure. The destination may very well be the ability to see the world through someone else's eyes. At any rate, one of the public library's strengths has been its ability to satisfy and engage myriad users. At the end of the day, we are making life better for our customers. This is why it is so important for Newport Beach Public Library to be committed to resources and services centered on our users.

One very important venue for self-directed learning is the Library's literacy program. Newport/Mesa ProLiteracy provides free literacy instruction to adults who live or work in the Newport Beach area. Our dedicated volunteers have helped hundreds of people improve their English skills. In doing so, these volunteers have helped change lives. Literacy is a concern for everyone in our community as it affects not only the learner, but employers, healthcare providers, schools and more.

On September 11, Newport/Mesa ProLiteracy hosted an International Literacy Day event at Central Library. It was a day in which tutors, learners and special guests gathered together to honor literacy program participants. Councilman Keith Curry delivered an effective and heartfelt speech, as did Newport/Mesa ProLiteracy President Jason Brady. Lima Alexandrova spoke eloquently about her experiences as a learner in the program.

Each year, one learner is recognized for their progress in reaching their goals and is honored as the Rochelle Hoffman Memorial Award winner. This award was established in memory of Rochelle Hoffman, a dedicated tutor who passed away in 2004. Rochelle's daughters, Renee Hoffman and Risa Hoffman Heath presented this year's award to learner Yolanda Lopez and tutor Linda Schulein. Another important element of the celebration is the presentation of the book *In Our Own Words*, which is a collection of stories, essays, and poems written by the learners of the program. Both of the Library's support groups, the Friends of the Library and the Newport Beach Public Library Foundation contributed funding to the Literacy program. Both organizations also presented their annual gifts to the Library at City Council during September. We are fortunate that we have these organizations, as they enhance our services, resources, and programs to help make NBPL that much more responsive to customer needs.

## **DAVE CURTIS, LIBRARY SERVICES MANAGER**

In early September, the Popular Library desk was replaced with a smaller service point. This particular piece of moving to a model of service with more mobile staff received a lot of attention from customers. While it is not anticipated that the furniture now in use will be permanent, we continue to adapt to customer needs, for example, adjusting the placement of equipment and signage so that customers have room to set books down, etc.

In mid-September, after much collaboration with Recreation and Municipal Operations, "No Smoking" signs were installed at the Mariners Branch adjacent to the tennis courts. This was a fine example of working cooperatively to address seemingly simple, but important issues that are particular to a location. Smoking in the walkway was common and an on-going concern with many customers. The shared facility provided a nice opportunity for the Departments to partner up and improve the space. Many thanks to the involved staff in the three departments.

## **MELISSA KELLY, SUPPORT SERVICES COORDINATOR**

### **Facilities**

The blue walls on the 2<sup>nd</sup> floor of the Central Library were repainted using washable, durable eggshell enamel. This type of paint will help us to be able to keep the walls cleaner in the future.

The bamboo had its annual trimming. It is best to do this in cooler weather, but we wanted to have it looking good for the Sister City ceremony in October. Fortunately we were able to schedule the arborist for one of the cooler mornings in September.

### **Library Clerks**

The Library clerks have been working with Natalie Basmaciyen and some of the Library Assistants in the Popular Library. The clerks are helping customers to find audio visual materials, answering directional questions and assisting customers with managing their holds. These are not new tasks for most of the clerks; they are just operating from a new workstation.

### **Literacy**

International Literacy Day which was held at the Central Library on September 11<sup>th</sup> was well attended by tutors, learners and supporters. Councilman Keith Curry was on hand to read the proclamation declaring September to be Literacy Awareness Month in Newport Beach. This year's Rochelle Hoffman learner award went Yolanda Lopez.

## **DEBBIE WALKER, BRANCH AND YOUTH SERVICES COORDINATOR**

### **Branches**

After coming out of Summer Reading Program and a busy summer, all locations got ready for back to school. Lego Block parties began again at Mariners and everyone got to "Talk Like a Pirate" at Balboa for their annual pirate event. CDM offered a Leafy Crafts themed program.

Mariners was the site for the meeting of the Library Board of Trustees on Monday, September 22. In addition to making a report about Mariners and the facility there, Heather and I reported on Children's Services throughout the past year. Heather specifically presented the "1000 Books Before Kindergarten" program that will be rolled out at all locations in the next few weeks. Funding for this program was supplied by the Friends of the Library and it was created as part of "Pitch an Idea." In personnel news regarding Mariners, Leah Duffy, a part-time clerk assigned to Central, interviewed



for, and was selected to take the part-time Library Assistant position vacant at the branch. Leah trained for two weeks at Central and will begin her permanent assignment there in early October.

### **Youth Services**

Children's Services meetings were held at Central in the second week of the month. Branch and Central Youth Services staff met to talk and share ideas about SRP, programming for the coming year, crafts, and favorite picture books they had recently discovered. These meetings serve as planning sessions and are a great help in getting the department off to a successful start for the coming year. As part of the *Making Memories* program that is sponsored by the Foundation, Sports commentator and author Mike Lupica appeared at Central on September 18. Mr. Lupica was very entertaining and talked about his latest Young Adult book and sports in general. His titles were sold by Whale of a Tale Bookshoppe and he stayed to sign books and chat with the crowd.

### **Teen Services**

Joanna and Allen hosted the first official meeting of YAAC on Tuesday, September 9. Seventeen were in attendance, which is a great crowd for these meetings. Members were very enthusiastic and began brainstorming ideas for the coming year. In October YAAC members hope to decorate the Teen Center in honor of Teen Read Week: October 12 – 18. With Foundation funding for Pitch an Idea, Allen had put together a team to put up a booth and attend Comic Con in Long Beach. Several library staff members, including Allen and Joanna, attended the event and acted as ambassadors for NBPL and all of the great services it offers. Five members of YAAC were able to attend and assist with the event which took place on September 27 and 28.

### **NATALIE BASMACIYAN, ADULT SERVICES COORDINATOR**

#### **Long Beach Comic Con**

Librarian Allen Kesinger presented a Pitch an Idea proposal to the Newport Beach Public Library Foundation board to staff a booth and conduct community outreach at the Long Beach Comic Con event. The NBPL Foundation approved the funding for the event, which was held September 27-28 at the Long Beach Convention Center. Adult Services Coordinator Natalie Basmacıyan and Allen led a team of staff from Central and the branches, and from all departments including the Literacy Program. Staff actively promoted library services, such as the Media Lab, databases, and downloadable services to 766 attendees, and issued 24 library cards. One customer was excited to learn the NBPL offers the Morningstar database. Overall, customers found the library information refreshing and interesting since no library has participated in the event in the past.

#### **Laptop Pager System**

Adult Services Coordinator Natalie Basmacıyan presented a Pitch an Idea proposal to the Newport Beach Public Library Foundation board to purchase restaurant-style pagers for the laptop computer waiting list. The NBPL Foundation approved the funding for the pager system, and the City It staff installed them in September. The pagers have improved customer service, created a clear, efficient manner for managing the laptop computers, and minimized customer frustration with the waiting time, as they can return to their seats and belongings.

#### **Author Event**

Brian Kesinger, author of Walking Your Octopus, A Guide to the Domesticated Cephalopod and brother of Librarian Allen Kesinger, hosted a reading and lecture. 141 people attended the free event. Brian also signed copies of his book.



### **Mystery Shopper Program**

After a construction-related hiatus, the Mystery Shopper Program has resumed for all four locations. The first three shops were completed at Central, Mariners, and Corona del Mar and the average score is 96.3%.

### **Tuesdays @ 2 Classes**

Twelve customers attended the ebook training class, led by Librarian Andrew Kachaturian. This popular class included instruction on using the downloadable services and the various devices supported by the two ebook services, Axis 360 and Overdrive. 11 customers attended the Pinterest class, led by Balboa Branch Librarian Rebecca Lightfoot. Attendees learned the basic premise of the site, which functions like an online scrapbooking activity. 7 customers attended the Zinio training class, led by Librarian Melissa Hartson. The customers learned how to set up a free Zinio account and how to download free, unlimited digital magazines. 6 customers attended the YouTube class, led by Library Assistant Greg Johnson. Customers learned the basics of uploading videos and searching the site. 5 customers attended an ebook training class reviewing older devices, led by Librarian Allen Kesinger.

### **Proquest Articles Retrieved**

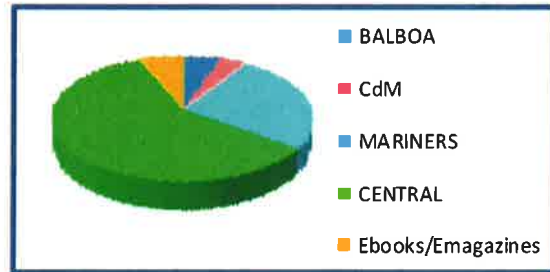
	July	Aug	Sept	AVG.
Business Databases	299	1151	400	617
Newspapers--Current	995	1535	3004	1845
Newspapers-- Historical	3831	2824	2142	2932
Magazines	43	56	86	62

Database	Sep-14	Sep-13	Sep-12	YTD 14/15	YTD 13/14	YTD 12/13
<b>Tracked by #searches</b>						
Ancestry	772	1562	878	2131	8014	17966
			8	0	0	58
BioResCtr*	156	62	41	80	536	1646
FoF Ancient Hist	149	41	42	38	185	619
GDL	10	10	8	41	193	264
GVRL	463	65	35	75	631	1807
HeritageQuest	496	877	192	1322	6936	4735
Kids InfoBits	15	14	20	12	191	326
LitResCtr	139	29	21	90	981	9620
Opposing Vpts*	72	17	50	74	1109	3035
Nat Geo	46	14	12	31	158	399
Nat Geo Kids	2	4		4	70	27
NovelList	184	135	288	381	1379	2722
NovelList K-8	66	37	48	90	303	544
ProQuest	3277	2852	4870	5236	24797	51336
Ref USA Bus.	2627	3724	3753	5259	22495	59879
Ref USA Res.*	105	93	164	372	880	2587
Tumblebooks	665	1346	499	858	9599	10584
World Book Online	92	65	40	14	966	1156
<b>Tracked by #sessions</b>						
Cypress Resume	7	8	13	34	111	226
LiveHomework	12	31	60	17	224	785
Testing & EdRefCtr	48	82	14	93	473	446
Universal Class	36	29	52	139	582	1055
<b>Tracked by #page views</b>						
CultureGrams	874	121	132	124	1323	5973
Morningstar	5276	3198	5892	11150	35500	100148
NetAdvantage		2509	3537	13307	10325	30584
RealQuest	372	138	2199	214	5224	13127
Rocket Languages	50	42	48	214	530	514
Value Line		26500	14126	17804	180578	224744

## NEWPORT BEACH PUBLIC LIBRARY - SEPTEMBER 2014

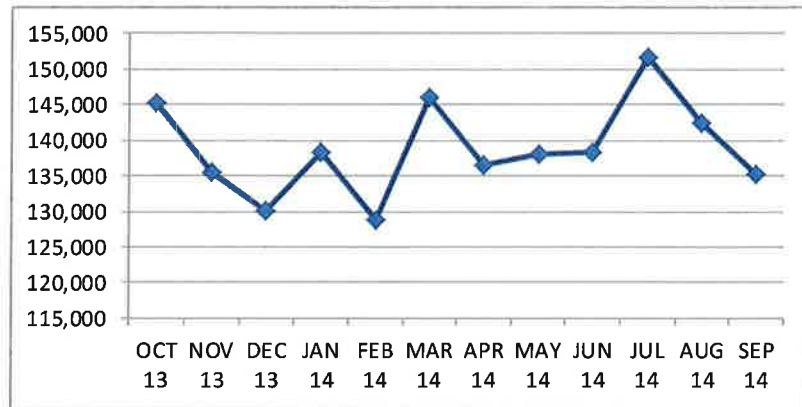
### CIRCULATION CURRENT

	Sep-14	YTD 14/15	YTD 13/14
BALBOA	7,308	23,775	27,570
CdM	5,124	16,863	18,822
MARINERS	34,977	107,845	110,695
CENTRAL	79,185	254,467	276,068
Ebooks/Emagazines	8,559	26,360	19,408
<b>TOTAL</b>	<b>135,153</b>	<b>429,310</b>	<b>452,563</b>



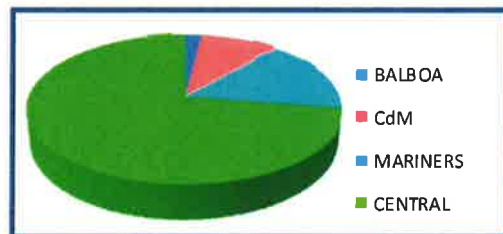
### 12 Month Comparison

OCT 13	145,190
NOV 13	135,605
DEC 13	130,145
JAN 14	138,311
FEB 14	128,733
MAR 14	146,050
APR 14	136,617
MAY 14	138,226
JUN 14	138,412
JUL 14	151,739
AUG 14	142,418
SEP 14	135,153
<b>TOTAL</b>	<b>1,666,599</b>



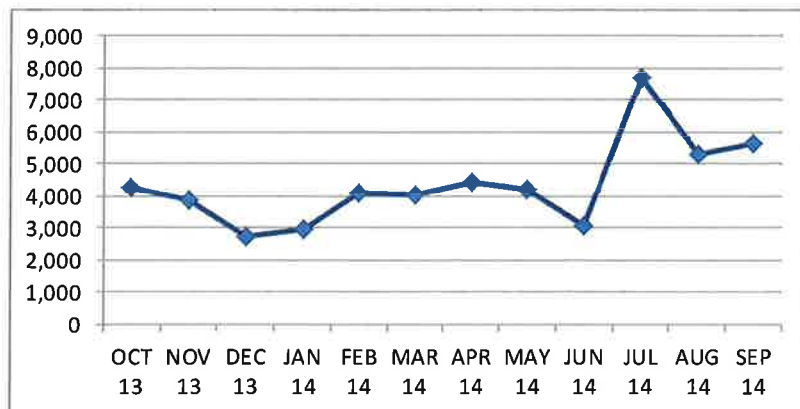
### PROGRAM ATTENDANCE CURRENT

	Sep-14	YTD 14/15	YTD 13/14
BALBOA	108	324	954
CdM	537	1,694	1,906
MARINERS	893	2,400	2,330
CENTRAL	4,081	14,233	11,031
<b>TOTAL</b>	<b>5,619</b>	<b>18,651</b>	<b>16,221</b>



### 12 Month Comparison

OCT 13	4,280
NOV 13	3,894
DEC 13	2,729
JAN 14	2,973
FEB 14	4,107
MAR 14	4,056
APR 14	4,458
MAY 14	4,201
JUN 14	3,058
JUL 14	7,706
AUG 14	5,326
SEP 14	5,619
<b>TOTAL</b>	<b>52,407</b>

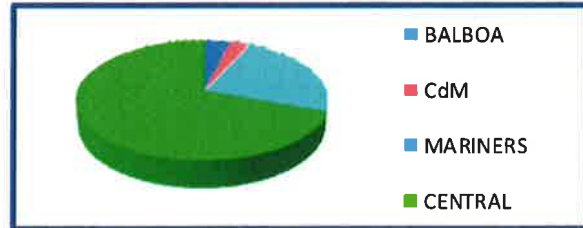


## NEWPORT BEACH PUBLIC LIBRARY - SEPTEMBER 2014

### CUSTOMERS SERVED IN THE LIBRARY

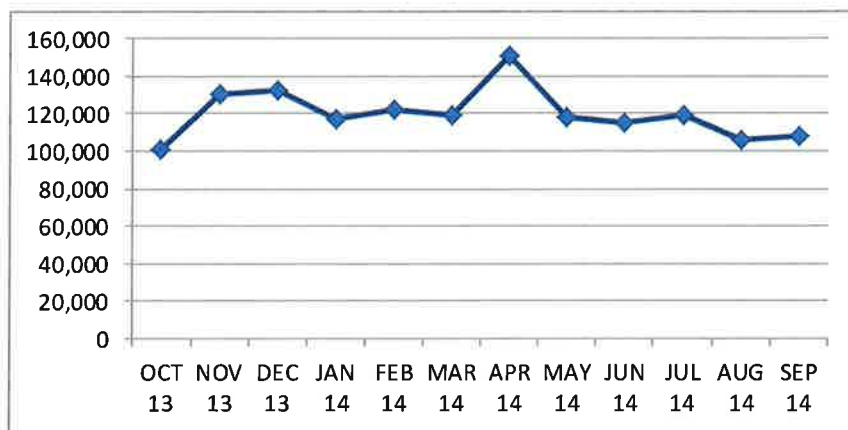
#### CURRENT

	Sep-14	YTD 14/15	YTD 13/14
BALBOA	4,271	15,898	17,718
CdM	3,424	11,286	12,755
MARINERS	25,421	75,518	71,534
CENTRAL	75,364	230,705	189,709
<b>TOTAL</b>	<b>108,480</b>	<b>333,407</b>	<b>291,716</b>



#### 12 Month Comparison

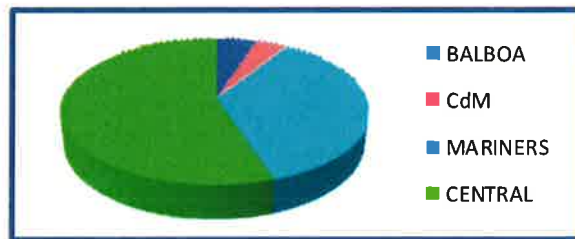
OCT 13	101,072
NOV 13	130,163
DEC 13	132,801
JAN 14	117,652
FEB 14	121,995
MAR 14	119,245
APR 14	151,515
MAY 14	118,276
JUN 14	115,406
JUL 14	119,069
AUG 14	105,858
SEP 14	108,480
<b>TOTAL</b>	<b>1,441,532</b>



### REFERENCE

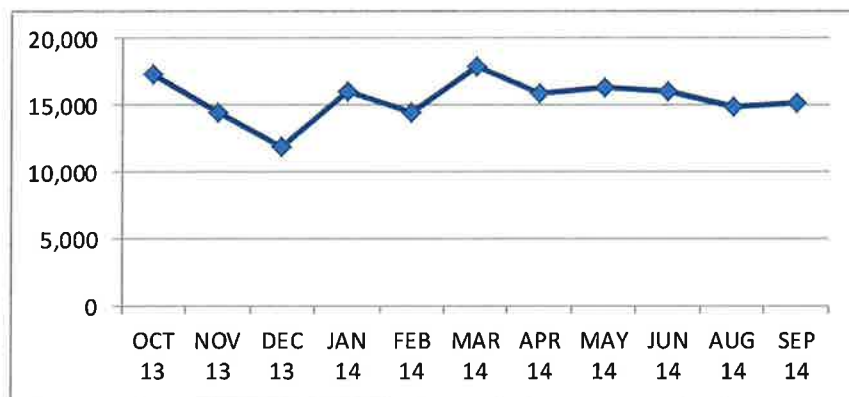
#### CURRENT

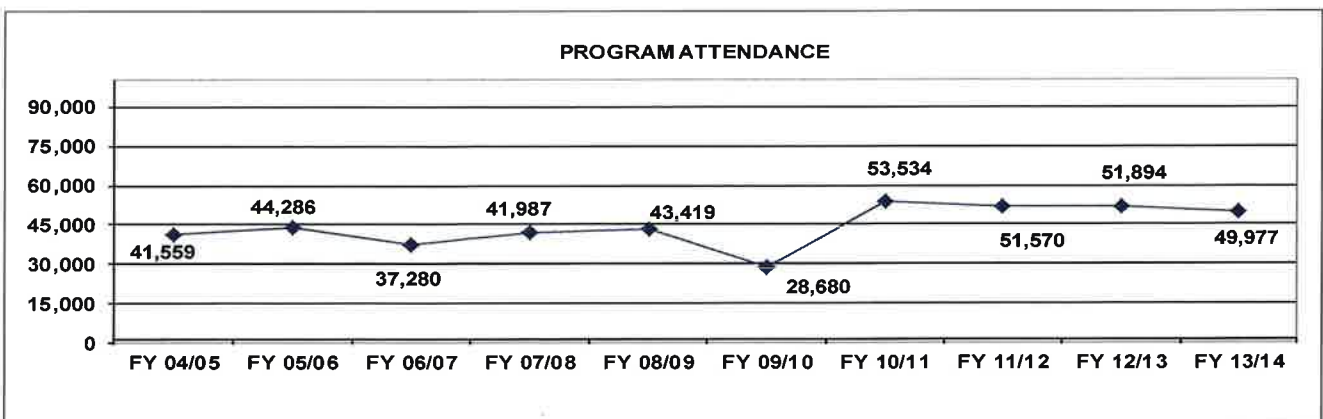
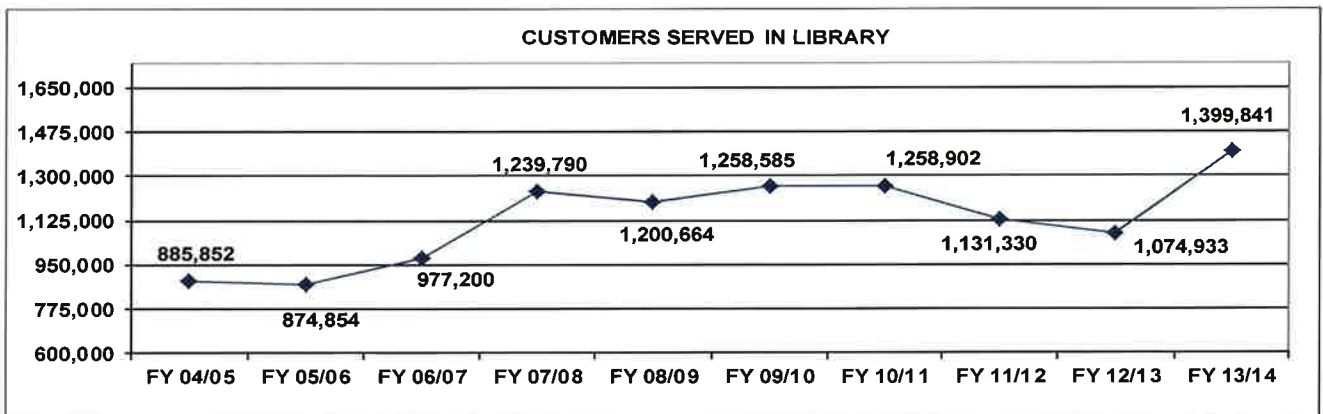
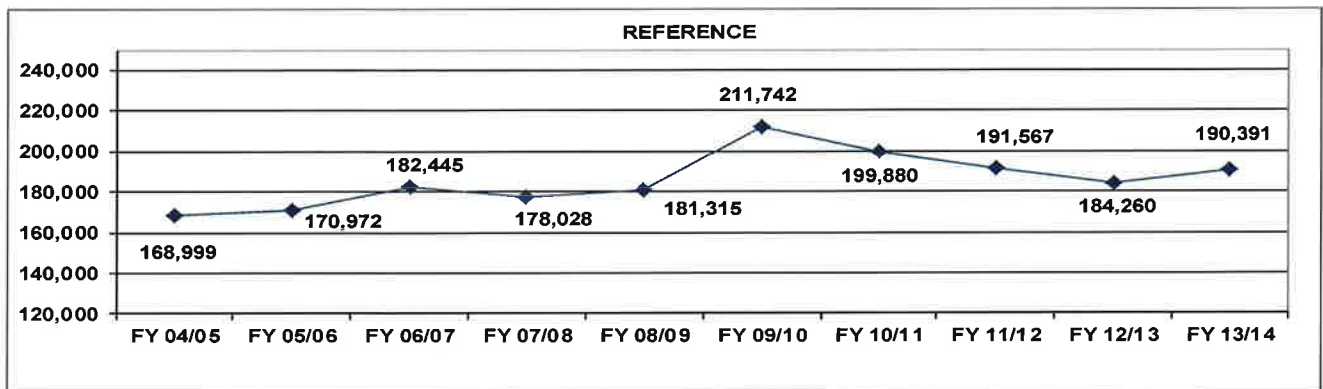
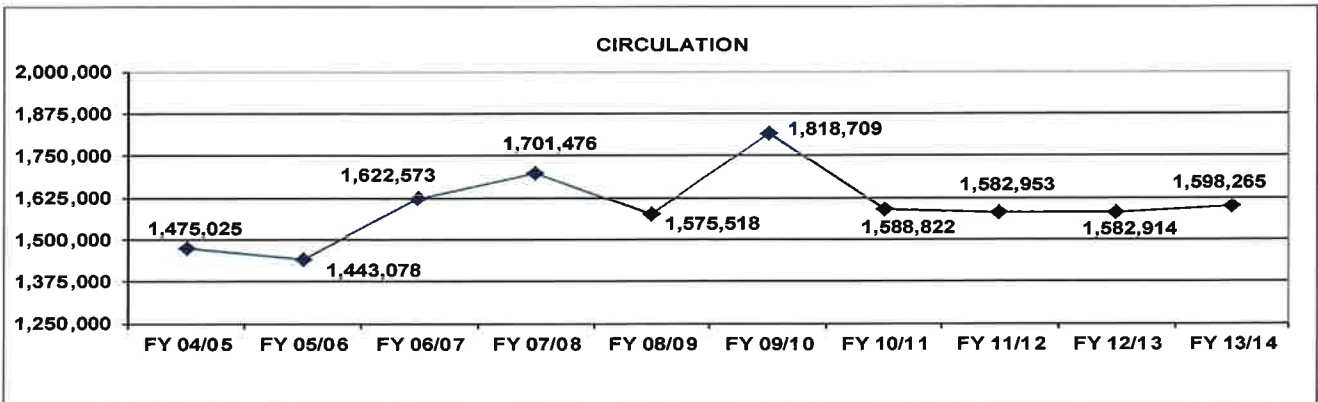
	Sep-14	YTD 14/15	YTD 13/14
BALBOA	758	2,541	2,203
CdM	642	2,121	2,377
MARINERS	5,413	15,863	16,316
CENTRAL	8,371	25,135	29,428
<b>TOTAL</b>	<b>15,184</b>	<b>45,660</b>	<b>50,324</b>



#### 12 Month Comparison

OCT 13	17,281
NOV 13	14,416
DEC 13	11,912
JAN 14	15,975
FEB 14	14,424
MAR 14	17,862
APR 14	15,850
MAY 14	16,290
JUN 14	16,087
AUG 14	14,905
SEP 14	15,184
<b>TOTAL</b>	<b>170,186</b>





SUNGARD PENTAMATION  
DATE: 10/16/2014  
TIME: 08:37:29

CITY OF NEWPORT BEACH  
EXPENDITURE STATUS REPORT

PAGE NUMBER: 1  
EXPSTALL

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ACCOUNTING PERIOD: 3/15

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TOTALLED ON: DEPARTMENT,1ST SUBTOTAL  
PAGE BREAKS ON: DEPARTMENT

DEPARTMENT-4000 LIBRARY SERVICES  
1ST SUBTOTAL-700 SALARIES & BENEFITS

ACCOUNT	TITLE	BUDGET	PERIOD EXPENDITURES	ENCUMBRANCES OUTSTANDING	YEAR TO DATE EXP	AVAILABLE BALANCE	YTD/ BUD
7000	SALARIES - MISC	2,602,514.40	196,310.79	.00	681,717.97	1,920,796.43	26.19
7020	SALARIES - PART TIME	350,484.67	33,972.83	.00	134,652.60	215,832.07	38.42
7030	SALARIES - SEASONAL	531,289.19	17,207.96	.00	62,831.95	468,457.24	11.83
7040	OVERTIME, MISC & 1/2 TIM	1,883.00	435.32	.00	1,030.39	852.61	54.72
7062	NIGHT DIFF, MISC	10,262.52	746.50	.00	2,675.00	7,587.52	26.07
7110	CAR ALLOWANCE	4,800.00	369.24	.00	1,292.34	3,507.66	26.92
7114	CELL PHONE STIPEND EXP	3,000.40	230.80	.00	807.80	2,192.60	26.92
7210	HEALTH/DENTAL/VISION FT	719,169.08	52,000.44	.00	177,275.41	541,893.67	24.65
7211	HEALTH/DENTAL/VISION PT	6,000.00	3,314.51	.00	13,003.19	-7,003.19	216.72
7223	ANNUAL OPEB COST	133,135.11	11,094.60	.00	33,283.80	99,851.31	25.00
7227	RHS \$2.50 CONTRIB	28,499.90	2,007.68	.00	7,068.42	21,431.48	24.80
7290	LIFE INSURANCE	3,881.36	315.50	.00	929.70	2,951.66	23.95
7295	EMP ASSISTANCE PROGRAM	874.46	72.89	.00	214.73	659.73	24.56
7370	WORKERS' COMP, MISC	69,174.00	5,764.50	.00	17,293.50	51,880.50	25.00
7373	COMPENSATED ABSENCES	91,088.00	7,590.67	.00	22,772.01	68,315.99	25.00
7425	MEDICARE FRINGES	50,060.29	3,902.78	.00	13,801.03	36,259.26	27.57
7439	PERS MISC EE CNTRBN	226,909.33	4,838.26	.00	17,182.64	209,726.69	7.57
7440	PERS MISC ER CNTRBN	268,376.91	34,587.10	.00	120,425.89	147,951.02	44.87
7445	MISC RETIRE CONTRIB	-314,869.23	.00	.00	.00	-314,869.23	.00
7446	UNFUNDED LIABILITY-MISC	320,691.74	.00	.00	.00	320,691.74	.00
7460	RETIREMENT PART TIME/TEM	19,923.34	1,346.43	.00	5,046.34	14,877.00	25.33
	TOTAL SALARIES & BENEFITS	5,127,148.47	376,108.80	.00	1,313,304.71	3,813,843.76	25.61
1ST SUBTOTAL-800 OPERATING EXPENSES							
8010	ADVERT & PUB RELATIONS	6,500.00	.00	4,466.96	4,917.49	-2,884.45	144.38
8012	PROGRAMMING	11,000.00	.00	.00	447.78	10,552.22	4.07
8020	AUTOMOTIVE SERVICE	6,000.00	239.15	.00	755.39	5,244.61	12.59
8022	EQUIP MAINT ISF	7,725.19	643.77	.00	1,931.31	5,793.88	25.00
8024	VEHICLE REPLACE ISF	5,492.40	457.70	.00	1,373.10	4,119.30	25.00
8030	MAINT & REPAIR - EQUIP	12,700.00	476.55	.00	926.55	11,773.45	7.30
8031	MAINTENANCE - COPIERS	4,000.00	.00	.00	113.41	3,886.59	2.84
8033	PRINTER MAINT/SUPPLIES	4,000.00	.00	.00	.00	4,000.00	.00
8040	MAINT & REPAIR - BUILDIN	108,900.00	24,872.02	2,423.32	47,794.26	58,682.42	46.11
8050	PSTGE,FREIGHT,EXPRESS NO	12,000.00	.00	.00	1,256.32	10,743.68	10.47
8060	PUBLICATIONS & DUES NOC	8,000.00	.00	.00	299.00	7,701.00	3.74
8070	RENTAL/PROP & EQUIP NOC	400.00	19.17	.00	63.07	336.93	15.77
8080	SERVICES-PROF & TECH NO	3,000.00	400.00	.00	850.00	2,150.00	28.33
8081	SERVICES - JANITORIAL	113,500.00	11,621.85	.00	19,493.70	94,006.30	17.18
8086	SERVCES-OTHER PRINT VEND	2,000.00	.00	.00	.00	2,000.00	.00
8089	SVCS-CITY PRINT CONTRACT	1,488.00	.00	.00	180.90	1,307.10	12.16
8100	TRAVEL & MEETINGS NOC	8,125.00	.00	.00	65.02	8,059.98	.80
8105	TRAINING	8,000.00	.00	.00	10.79	7,989.21	.13
8112	UTILITIES - TELEPHONE	5,425.00	176.24	.00	838.53	4,586.47	15.46
8114	UTILITIES - NATURAL GAS	12,850.00	485.85	.00	1,702.16	11,147.84	13.25
8116	UTILITIES - ELECTRICITY	208,900.00	31,216.04	.00	63,800.68	145,099.32	30.54
8118	UTILITIES - WATER	20,500.00	1,552.04	.00	5,262.88	15,237.12	25.67



SUNGARD PENTAMATION  
DATE: 10/16/2014  
TIME: 08:37:29

CITY OF NEWPORT BEACH  
EXPENDITURE STATUS REPORT

PAGE NUMBER: 2  
EXPSTA11

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ACCOUNTING PERIOD: 3/15

SORTED BY: DEPARTMENT,1ST SUBTOTAL,ACCOUNT  
TOTALLED ON: DEPARTMENT,1ST SUBTOTAL  
PAGE BREAKS ON: DEPARTMENT

DEPARTMENT-4000 LIBRARY SERVICES  
1ST SUBTOTAL-800 OPERATING EXPENSES

ACCOUNT	- - - - TITLE - - - -	BUDGET	PERIOD EXPENDITURES	ENCUMBRANCES OUTSTANDING	YEAR TO DATE EXP	AVAILABLE BALANCE	YTD/ BUD
8140	SUPPLIES- OFFICE NOC	24,300.00	2,174.99	.00	5,041.97	19,258.03	20.75
8143	OFFICE SUPPLIES-CHILD PR	2,650.00	264.62	.00	286.11	2,363.89	10.80
8144	SUPPLIES- COPY MACHINE	13,220.00	441.50	.00	1,281.61	11,938.39	9.69
8150	SUPPLIES- JANITORIAL NOC	27,050.00	2,938.88	.00	7,258.53	19,791.47	26.83
8160	MAINT & REPAIR NOC	7,000.00	125.00	.00	125.00	6,875.00	1.79
8200	SPECIAL DEPT SUPPLIES NO	15,500.00	872.53	.00	2,437.82	13,062.18	15.73
8204	UNIFORM EXPENSE	200.00	140.84	.00	150.08	49.92	75.04
8260	LIBRARY MATERIALS	620,764.02	39,211.40	24.02	279,248.53	341,491.47	44.99
8311	HARDWARE-MONITOR/PRINTER	3,500.00	.00	.00	.00	3,500.00	.00
8318	IT ISF OPERATING CHARGE	359,615.48	29,967.96	.00	89,903.88	269,711.60	25.00
8319	IT ISF STRATEGIC CHARGE	132,630.28	11,052.52	.00	33,157.56	99,472.72	25.00
8340	GENERAL INSURANCE	103,335.00	8,611.25	.00	25,833.75	77,501.25	25.00
8716	SPECIAL EVENT LIABILITY	3,500.00	.00	.00	.00	3,500.00	.00
	TOTAL OPERATING EXPENSES	1,883,770.37	167,961.87	6,914.30	596,807.18	1,280,048.89	32.05
1ST SUBTOTAL-900 CAPITAL OUTLAY							
9000	OFFICE EQUIPMENT	2,000.00	.00	.00	.00	2,000.00	.00
	TOTAL CAPITAL OUTLAY	2,000.00	.00	.00	.00	2,000.00	.00
	TOTAL LIBRARY SERVICES	7,012,918.84	544,070.67	6,914.30	1,910,111.89	5,095,892.65	27.34
TOTAL REPORT		7,012,918.84	544,070.67	6,914.30	1,910,111.89	5,095,892.65	27.34

## FOUNDATION

**FY 14-15**

As of 9/30/14

<b>Date Funded</b>	<b>Amount</b>	<b>Purpose</b>	<b>Amt Expended YTD</b>	<b>Notes</b>
<b>Designated Gifts</b>				
7/1/14	\$ 5,000	BluRay @ Balboa Branch	\$ 600	on going purchasing
	\$ 200	Balboa - unspecified	\$ 200	Complete / Lego programming
	\$ 1,050	Central Library Children's	\$ 1,050	Complete / playthings & storage
	\$ 7,000	Mariners - unspecified		
	\$ 5,000	eReaders for Branches		
	\$ 1,245	Corona del Mar unspecified		
	<b>\$ 19,495</b>			
<b>Wish List</b>				
9/23/14	\$ 68,000	eBook content and platforms	\$ 5,000	Axis360 Platform - on going purchasing
	\$ 85,000	Popular Library Remodel		
	\$ 16,000	Digital Microform Scanner		
	\$ 16,000	Digital Signage @ Branches		
	\$ 12,000	Furnishings for Balboa & CDM		
	\$ 10,000	Zinio Content		
	\$ 9,000	iPad for Mariners Childrens		
	\$ 5,000	Literacy	\$ 3,000	In process
	\$ 3,000	Score	\$ 2,500	In process
	<b>\$224,000</b>			

## FRIENDS

FY 14-15

Date of Gift	Amount	Purpose	Amt Expended YTD	Notes
		Wish List		
	\$ 75,000	Audio Visual Materials		
	\$ 70,000	New Realeases		
	\$ 60,000	Children & YA Print Materials		
	\$ 40,000	Programming	\$ 3,400	
	\$ 5,000	Literacy	\$ 900	

# BOARD OF LIBRARY TRUSTEES MONITORING LIST

Previously Scheduled Agenda Date	AGENDA ITEM	Suggested Scheduled Agenda Date
Ongoing	Review / Possible Revisions to the City Council Policies for the Library (ongoing)	
Oct 07, 2013	Review of Library Expansion Donor Wall Naming / NBPL Foundation	
Oct 07, 2013	Literacy Program Update	
Nov 04, 2013	Library Material Selection	
Nov 04, 2013	Arts & Cultural Update	
Dec 02, 2013	Media Suite Update	
Jan 6, 2014	Critical Review of Online Database Resources & Services / Database Usage Report	
Feb 3, 2014	Annual Budget Update	
Feb 3, 2014	Downloadable Services	
Mar 3, 2014	Branch Update - Balboa	
Apr 7, 2014	Marketing Update	
May 19, 2014	Adult Services Update	
Jun 16, 2014	Branch Update - Corona del Mar	
Aug 18, 2014	Information Technology Update	
Sep 22, 2014	Branch Update - Mariners	
Sep 22, 2014	Children Services Update	
Sep 22, 2014	Newport Beach Public Library Website & Social Networking Update	
	Review of Library Capital Improvements and/or Capital Outlay Needs	Oct 20, 2014
Oct 7, 2013	Literacy Program Update	Nov 17, 2014
Aug 5, 2013	Review FY 2014/2015 Holidays / Meeting Schedule	Dec 15, 2014
Jul 21, 2014	Election of Board of Library Trustees Officers/Trustee Liaisons	Jul 20, 2015
Jul 21, 2014	Statistical Comparison Report of Peer Libraries/Meeting Spaces (Previous report up to 2012)	Jul 20, 2015
Jul 21, 2014	Proposed Library Closures for Winter Holidays 2015	Jul 20, 2015

Revised 10-7-2014

**TO:** Board of Library Trustees

**FROM:** Library Services Department  
Dave Curtis, Library Services Manager  
949-717-3819, [dcurtis@newportbeachca.gov](mailto:dcurtis@newportbeachca.gov)

**PREPARED BY:** Dave Curtis

**TITLE:** Proposed Library Use Policy

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**ABSTRACT:**

In order to have a better tool to help ensure a safe and enjoyable environment, and to ensure customers have the best experience possible, the Library Use Policy has been amended. The Policy will also address customers having more equitable access and recourse.

**RECOMMENDATION:**

Staff recommends that the Board of Library Trustees adopt the proposed Library Use Policy. Prominent changes include:

- Customer behavior expectations to include the premises and not just “inside Library”.
- Customers will no longer be banned indefinitely, but rather incur NBPL privilege suspensions with escalating durations for repeated violations.
- Suspended customers will be able to appeal a suspension.

**FUNDING REQUIREMENTS:**

No funding requirement.

**DISCUSSION:**

The Newport Beach Public Library Use Policy supports the Library’s priority to preserve and promote universal access to a broad range of resources and experiences in a safe and welcoming environment. The Use Policy sets expectations for public behavior that supports equitable access to library services, defines consequences for violations and the appeals process.

The needs of the Policy and the resulting amendments have been worked through in partnership with the City Attorney’s Office and the Library Board.

**NOTICING:**

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).

## **NEWPORT BEACH PUBLIC LIBRARY USE POLICY**

The Newport Beach Public Library, consisting of the interior and exterior premises of the Central Library, Mariners Branch, Balboa Branch, and Corona Del Mar Branch (collectively, "NBPL" or individually, "Library"), is open to all members of the general public without restriction. Customers may remain in the Library during posted business hours to use the services and resources provided they conduct themselves in a lawful, orderly and considerate manner. Customers who engage in any of the designated "**prohibited activities**" listed in this policy will be asked to stop such actions, may be asked to leave the Library and may be subject to a suspension of Library privileges (all access to Library including online services requiring card authentication).

### **A. Prohibited Activities**

1. Smoking in NBPL buildings or within one hundred feet (100') of all entrances;
2. Sleeping;
3. Occupying furniture in a manner that suggests lounging, as evidenced by lying down on the furniture, or propping feet on chairs, sofas, or tables;
4. Occupying more than one space when other customers need accommodating;
5. Eating or drinking food or beverages in areas where eating and drinking are prohibited;
6. Entering Library without being clothed, including, but not limited to, shirt and shoes;
7. Wearing cleats, skates, rollerblades or other items that could damage Library property;
8. Using electronic devices or other personal equipment that is disruptive to others including devices (with or without headphones) set at a volume that is audible to others;
9. Interfering with other customers' use of the Library or staff's ability to perform their duties (e.g., making loud noises, blocking pathway, etc.);
10. Soliciting or collecting funds (except for staff's collection of overdue fines, fees, proceeds of book sales, rentals, and library donations);
11. Bringing animals into the Library, except service animals as specified and in compliance with the Americans with Disabilities Act ;
12. Leaving a child unattended (see Children in the Library Policy);
13. Using restrooms for other than intended purposes;



14. Bringing any containers, packages, briefcases, parcels, wheeled backpacks, book carriers or bundles into the Library which singly or collectively exceed 24"x18"x12". All items brought into the Library are subject to inspection;
15. Bringing shopping carts or wheeled conveyances into the Library, with the exception of wheelchairs and baby strollers/carriages used for the actual transport of a person;
16. Bringing sleeping bags, bed-rolls, or blankets into the Library (blankets for small children are acceptable);
17. Parking a bicycle or wheeled conveyance in any area other than at a designated bicycle rack;
18. Lack of personal hygiene or use of perfume or fragrance producing odors that interfere with other customers' use of Library facilities or interfere with staff's ability to perform their duties;
19. Any illegal activity;
20. Any threatening or abusive language or gestures directed toward customers or staff;
21. Engaging in or soliciting any sexual act;
22. Damaging, destroying, or theft of Library property;
23. Failure to comply with any warning or request to change or stop conduct in violation of Library Policy; and
24. Using the NBPL in violation of a suspension assigned under this Policy.

**B. Enforcement of Prohibited Activities**

1. **1<sup>st</sup> Violation.** Staff may address the customer to correct behavior and may instruct the person to leave the Library for the day.
2. **2<sup>nd</sup> Violation.** Staff may address the customer to correct behavior and may instruct the person to leave the Library for the day. Staff may advise the customer that continued misconduct may result in suspension of Library privileges for thirty (30) calendar days. A second or subsequent violation need not be the same as prior violation.
3. **3<sup>rd</sup> Violation.** The Library Services Manager, or his/her designee (collectively, "Library Services Manager"), may: (i) instruct the customer to leave the Library for the day; and (ii) issue a suspension of Library privileges (at all NBPL locations) for thirty (30) calendar days.

4. **4th Violation.** The Library Services Manager may: (i) instruct the customer to leave the Library for the day; and (ii) issue a suspension of Library privileges (at all NBPL locations) for up to one (1) year.
  5. Notwithstanding the progressive penalties in paragraphs B(1)-(4) above, the Library Services Manager may suspend a customer for up to one (1) year based upon the nature and severity of the violation.
- C. **Notice.** All suspensions will be accompanied by written notice and a copy of this Policy, notifying the customer of his or her specific violations of this Policy and the suspension length.
- D. **Appeal Procedures for Privilege Suspension**
1. **Filing an Appeal.** An appeal may be filed with the Library Director or his/her designee (collectively, "Library Director") within ten (10) calendar days following the date a suspension was issued. Appeal must include the customer's mailing address or alternative contact information (e.g., E-mail address, etc.).
  2. **Scheduling Appeal.** The Library Director shall schedule a date within ten (10) calendar days, or such other time as is mutually agreeable to the parties to hear the appeal.
  3. **Notice.** The Library Director shall provide written notice to the customer appealing the suspension of the time, place and date of the appeal meeting.
  4. **Conduct.** The appeal meeting will provide the suspended customer an opportunity to speak with the Library Director and provide a written and/or verbal response as to why the suspension should not be enforced. On review, the Library Director may sustain, reverse, or modify the decision of the Library Services Manager. The Library Director shall decide the appeal within ten (10) calendar days of the close of the appeal meeting. The Library Director shall provide written notice of his/her decision to the customer.
  5. **Appeal to Board of Library Trustees.** The customer may appeal the Library Director's decision to the Board of Library Trustees within ten (10) calendar days of the Library Director's decision. The Board of Library Trustees shall consider the appeal at a regular or special meeting. The Library Director shall provide the customer appealing a suspension with written notice of the time, place and date of the scheduled Board of Library Trustees' meeting at least ten (10) calendar days prior to the date of meeting. At the meeting the customer, staff and any other affected party may submit verbal and/or written testimony regarding why the suspension should or should not be enforced. On review, the Board of Library Trustees may sustain, reverse, or modify the decision of the Library Director. The Board of Library Trustees may decide the appeal at the conclusion of the meeting, or may take additional time if necessary. The Library Director shall provide written notice of the Board of Library Trustees' decision to the customer. The decision of the Board of Library Trustees is final.

6. **Effective Date of Privilege Suspension.** A suspension of NBPL privileges shall take effect immediately and shall remain in effect unless modified or reversed by the Library Director or the Board of Library Trustees, as applicable.

**E. Suspension Violations**

Any additional violation(s) of this policy by a customer currently serving a suspension of thirty (30) calendar days or more shall automatically result in an additional one (1) year suspension.

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4. Occupying more than one space when other customers need accommodating during peak times of library use;
5. Eating or drinking food or beverages in areas where eating and drinking are prohibited;
6. Entering Library without being clothed, including, but not limited to, shirt and shoes;
7. Wearing cleats, skates, rollerblades or other items that could damage Library property;
8. Using electronic devices or other personal equipment that is disruptive to others including devices (with or without headphones) set at a volume that is audible to others;
9. Interfering with other customers' use of the Library or staff's ability to perform their duties (e.g., making loud noises, blocking pathway, etc.);
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16. Bringing sleeping bags, bed-rolls, or blankets into the Library (blankets for small children are acceptable);
17. Parking a bicycle or wheeled conveyance in any area other than at a designated bicycle rack;
18. Lack of personal hygiene or use of perfume or fragrance producing odors that interfere with other customers' use of Library facilities or interfere with staff's ability to perform their duties;
- ~~Any physical interference with customers or staff;~~
19. Any illegal activity;
20. Any threatening or abusive language or gestures directed toward customers or staff;
21. Engaging in or soliciting any sexual act;
22. Damaging, destroying, or theft of Library property;
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24. Using the NBPL in violation of a suspension assigned under this ~~p~~Policy.

#### **B. Enforcement of Prohibited Activities**

1. **1<sup>st</sup> Violation.** ~~Staff may address the customer to correct behavior and may instruct the person to leave the Library for the day. Staff will ask customer to stop violating actions and may instruct the customer to leave the Library for the day, depending on severity of violation.~~
2. **2<sup>nd</sup> Violation.** Staff ~~will~~may address the customer to correct behavior and may instruct the person to leave the Library for the day. Staff may advise the customer that ~~their~~ continued misconduct may result in ~~the~~ suspension of



~~their~~ Library privileges for thirty (30) calendar days. A second or subsequent violation need not be the same as prior violation.

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- C. **Notice.** All suspensions will be accompanied by ~~a~~ written notice and a copy of this Policy, notifying the customer of his or her specific violations of this Policy and the suspension length.

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2. **Scheduling Appeal.** The Library Director ~~or his/her designee~~ shall schedule a date within ten (10) calendar days, or such other time as is mutually agreeable to the parties to hear the appeal.
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5. **Appeal to Board of Library Trustees.** The customer may appeal the Library Director ~~or his/her designee's~~ decision to the Board of Library Trustees within ~~fiveten~~ (510) calendar days of the Library Director's ~~or his/her designee's~~ decision. The Board of Library Trustees shall consider the appeal at a



regular or special meeting. The Library Director ~~or his/her designee~~ shall provide the customer appealing a suspension with written notice of the time, place and date of the scheduled Board of Library Trustees' meeting at least ~~fiveten~~ (510) calendar days prior to the date of meeting. At the meeting the customer, staff and any other affected party may submit verbal and/or written testimony regarding why the suspension should or should not be enforced. On review, the Board of Library Trustees may sustain, reverse, or modify the decision of the Library Director ~~or his/her designee~~. The Board of Library Trustees ~~shall~~ may decide the appeal at the conclusion of the meeting, or may take additional time if necessary. The Library Director ~~or his/her designee~~ shall provide written notice of the Board of Library Trustees' decision to the customer. The decision of the Board of Library Trustees is final.

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**TO:** BOARD OF LIBRARY TRUSTEES

**FROM:** Library Services Department  
Tim Hetherton, Library Services Director  
949-717-3810, [thetherton@newportbeachca.gov](mailto:thetherton@newportbeachca.gov)

**PREPARED BY:** Tim Hetherton

**TITLE:** Corona del Mar Branch Project Update

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**DISCUSSION:**

City Public Works staff continues to scope the branch library/fire station project to define the square footage and basic layout of the facility. The winning proposal will then be recommended to City Council for approval, most likely at the November 11<sup>th</sup> meeting.

**SURVEY RESULTS:**

The Mind Mixer survey is still available online at [www.connectnewportbeach.com](http://www.connectnewportbeach.com). There have been 46 submissions (survey report is attached). The Corona del Mar Residents Association has requested that the survey be extended until October 30<sup>th</sup>. The Residents Association has also included a link to the survey in their monthly newsletter which is widely circulated.

**OUTREACH:**

On Thursday, October 9<sup>th</sup>, I made a presentation about the Branch planning process to the Corona del Mar Chamber of Commerce at the Bahia Corinthian Yacht Club. I presented demographic information specific to the 92625 zip code, as well as Library statistics and customer patterns. These factors are used to ultimately create a service model that suits the community.

**NOTICING:**

This agenda item has been noticed according to the Brown Act (72 hours in advance of the meeting at which the Board of Library Trustees considers the item).



## **Survey: Corona del Mar Branch Library**

**Question: What do you like best about the Corona Del Mar Branch?**

- 1. Friendly Staff**
- 2. Internet + Printer**
- 3. DVD Rental**
- 4. Intimacy (quiet, easy in/out, etc.)**

**Convenience- I can walk there; friendly, helpful and caring staff- especially Haidee and Janice; open and easy to move around in.**

**Convenience of a local branch and the extremely friendly staff**

**Convenient location, good selection of DVD's and recent books and magazines, friendly staff, easy pick up and drop off of materials, story time for young children**

**cozy**

**Easily accessible**

**Friday morning children's program. Ability to walk to this branch. Friendly, helpful staff. Proximity to post office and PCH.**

**Friendly Community Atmosphere**

**I can walk from my home,**

**It has a nostalgic, quaint and friendly atmospher**

**The librarians know us by name & are always helpful in finding reading material of interest**

**All of our children spent many hours studying & learning to read in this "home away from home" library.**

**The natural light and non-air conditioned is pleasing.**

**I don't use it.**

**I like that it is really small, really fast to get in and out of, and run by the same, few, nice women that have been there for years.**

**I love the size; being able to walk there and have my children walk there by**

35



themselves (!!!); being known by name by the lovely ladies behind the counter and being able to get new books and collect books on hold from them; story times; Summer shows; the 'old feel' of the place.

It is close to my home and I can walk there from home. The librarians are friendly and call me by name. It is open two nights a week.

It is great for my kids. The story times are wonderful. My kids love to read books and play in the childrens' area.

It is not needed.

It is quiet and clean. No one brings children their and makes them cry. I never have seen a dog in the library. thier is always plenty of space.

It is small and accessible, has convenient hours, and great librarians. No need to make it bigger, just let it be a small community branch.

It is walking distance to my house. The staff is fabulous, order items from other branches, notifying me when items arrive by email. Got me registered to vote at my new address. They are warm and welcoming and very helpful!

It is wonderful to have a neighborhood library. When my grandchildren were visiting, I was happy to see many parents walking their children to the various programs. I was also very pleased by the variety of offerings. It is a real gathering place for Old CDM.

It's charming, timeless, welcoming, non-corporate atmosphere

Its closeness to PCH and old style coziness

It's easily accessible from Coast Highway. The staff are very friendly, professional, and approachable. The library is well-organized, the new books are well-selected. The amount of parking is not ample, but sufficient. The space inside the library 'feels good'.

It's small and convenient to all of CDM, and the library personnel.

Its small and quaint. Its part of the history of Corona del MAR. I grew up going here as a child. DONT change it!



**Librarians, book and media selections/suggestions, intimacy of a neighborhood connection, and childhood memories of crossing between the "kids" side and the "adult" side.**

**Location for neighborhood kids. wonderful story hours. always helpful**

**Love it the way it is. Why do we have to spend money to change a delightful branch of our library?**

**nothing  
another waste of money**

**Praise The Lord thank You Jesus Christ for the Newport Beach Public Library, the location, the architecture design of the building, spacious, organized, bright, the amazing view of the ocean, the outdoor lawn, the wonderful professional friendly staff, all the abundant resources, meeting others who are like minded with same interests. The cleanliness. Lord, please help prevent this move in Jesus name amen.**

**Professionalism and library skills which serve this smaller neighborhood community as well or better than the less personal city hall central library.**

**Quaint and quiet atmosphere. Like the CDM village itself.**

**Size and location**

**Small, intimate, nice to hear children's programs going on. I like to walk there. It is really great.**

**Storytime by Ms. Janice**

**That neighborhood location with it's grass and tree lined street.**

**The children's section-- storytimes there are very warm and welcoming, Janice is wonderful, and the selection of puzzles, games, arts and crafts, musical instruments is what keeps bringing us back week after week. I like the individual bathrooms (easier than stalls for parents taking multiple children in to use the toilet). I love the location and convenience.**

**The convenience of a local, easy to reach resource that suits the needs of the community.**



**The cozy "neighborhood" feel and friendly staff.**

**The cozy atmosphere. I feel like I am in an extremely comfortable living room!**

**The friendly librarians (Ms. Janice), small community feel, childrens programs (storytimes, special childrens events & legos/craft days)**

**The intimate size is great for kids and very accessible.**

**The staff is incredible! they know my family members by name and are always very willing to help us in anyway possible. They know what books I like and always have fantastic recommendations for me. Janice and Heidi are both amazing people and hard workers to make our library the best place to be. My 7 year old feels like this library is her second home because of the librarians, the crafts and shows/activities.**

**The story time (especially on Friday) is the best within all the Newport libraries. Hopefully the librarian that leads it will lead other filler sessions at Central library while this branch is closed.**

**We also like the small-ness of the library. The librarians are friendly, feel close to their patrons and are very welcoming. The children's section is a great size for young children. They have toys and books to play with without it becoming overwhelming.**

**This is where we have 100 for story time. Half are little children in strollers and half are Mexican nanas who we are teaching English. Also, the staff knows everyone who comes in the door. I had to find this library when I moved here many years ago before the grocery store. My then 6 year old read 25 books a week and the library was our home!**

**VERY welcoming with staff who are always helpful and friendly. Great Children's Programs!**

**warm librarians and accessible by walking  
don't use the branch much now because of limited hours**

**Question: What do you like least about the Corona Del Mar Branch?**

**1. Dated Decor**





2. Wasted Space in front lawn (lawn anyway - not eco friendly)
3. Internet is only accessible during library hours (I should be able to sit on a bench outside and use Internet)

**Absolutely nothing. I think of it as a community gem, a peaceful oasis in our hectic lives. Also I believe the building itself is architecturally significant for Corona del Mar as increasingly so many of the original buildings are being replaced.**

**After the last remodel the number of books was greatly reduced. I would like to see the return of more non-fiction books about travel, hobby, art/design, etc.**

**As an adult, when I need a book, I go to Central library. That is "Mommy's library" while the CDM branch is "the girls' library".**

**Can't think of anything**

**Children's area small for number of children/adults Friday mornings. Facility is outdated. More computers needed for children and adults.**

**Dwindling offerings, parking, distance from cafés.**

**Fewer book there than formerly**

**I can't think of anything I don't like about it.**

**i feel as if I am in the librarians living room, as nice as they try to be, they've been there so long, I feel like I am on "their turf"**

**I like everything about it. It is a valuable asset to the neighborhood of Corona del Mar.**

**I love this library. Have absolutely complaints.**

**I think with the large, beautiful library on Avocado having an additional one a few blocks away is a waste of space & money.**

**It can get hot inside on warm days.**

**It is a little dated. It needs air conditioning.**



**It's small**

**NA**

**No A/C, smaller selection of books, old facilities**

**no comment**

**no outdoor space like the central library**

**Not any private reading space -- the room is too open.**

**Not enough room for special events for kids and seniors**

**Not open on Mondays.**

**Not updated bathroom**

**Older facility**

**Parking is a problem here.**

**Separation between Children's Library and Adult**

**Short hours of operation**

**should have been satisfied throwing money at city hall  
another waste of money**

**Small**

**Small.**

**so far so good**

**That it is closed on Sundays and Mondays.**

**That it is not open on Mondays.**



that you want to change it...what is wrong with old and quaint and personable

The bathrooms are cleaned with a some type of industrial cleaner that has an awful smell. The bathrooms need to be updated as well. Also, the library needs air conditioning!

The heat - they deserve air conditioning in there!

The librarians were aggressive.

The move

The old tired look and feel. The tall shelving in the children's room

The parking is terrible-- the lot is difficult to navigate and hard to find a space anyway. Also, I imagine with the children's area being so open, the noise might be disruptive to the adults in the other half of the library. Stroller parking would be nice outside or the grass will keep getting trampled.

There is a fire station next to it with noisy trucks that blare loud sirens.

There is no reason to have a branch in CDM when the new central library is so close.

Close it, and don't replace.

Too stuffy--better air circulation is necessary

wish, like all branches, had more classical music CDs and DVDs, etc.

Would like the branch to have greater computer resources including Apple-based (iOS) platforms. A meeting room area for discussion or tutoring sessions would be useful.

Question: How often do you use the branch?

regularly : 24

every once in a while : 20

41



never : 2

**Question: What services, programs and collections would you like to see for children?**

N/A(3)

none(2)

Not applicable for me.

Our kids visit the library all the time. Existing programs are wonderful.

Painting and Word Games

Partner kids with seniors--have kids read to others or even to animals! Year-round reading rewards.

Perhaps grandparents reading to kids ?

picture books, easy readers and fiction. Leave the research/school project materials at the Central Library.

pretty much exactly as is: weekly storytimes, once a month craft afternoons, legos and special events- such as animals shows/mucis shows/magicians, etc.

Reading sessions and points-of-view challenges to stimulate critical thinking.

story hour

Story Hour. Pajama hour Parties, possibly birthday for neighborhood kids. a place where they can go after school and read their little hearts out.

Story hours, summer reading motivational programs, book fairs, author visits, displays and bulletin boards

Story time, good selection of books.

The CdM branch story time program is outstanding. Please continue it.



The programs that I went to this summer seemed wonderful.

the usual

Would it be possible to have musical instruments at the library that children could check out? Also would love to expand the selection of children's music; more audio materials with an emphasis on cultural diversity ie: foreign language CD's/ songs, stories, and other resources particularly for children.

I've also heard of a program (in Irvine) in which children come and read stories to service dogs in training... don't recall the name but it was a huge hit and the children loved it!

another waste of money

Arts & Crafts

Storytelling

Homework areas

Computers

Homework help

Children's Book Clubs

Book Clubs

Children's books

Continue story time with music playing at the same time. Some music programs there for kids because music and books go together.

Continue the storytimes and Summer programmes and great selection of books.

Father God please Lord, open the door for children to learn about Jesus Christ whom You sent to die for our sins on the cross, rising again on the third day, so anyone who believes in Him should not perish but have everlasting life. Father God show Your glory that You bless this nation to be established on Your Judeo Christian truths therefor You keep blessing this nation. Please Lord give wisdom to the city of Newport Beach to continue to bless the poor less fortunate to receive Your blessings



**Films for children and a Saturday event for them.**

**I do not have kids.**

**I don't use children's programs**

**I like what they now have.**

**I really don't want it to change at all. I love it the way it is now.**

**I think the larger library on Avocado has plenty of programs for children & adults. If NB closed the CDM library we could shift those funds to the larger library**

**It would be nice to have some seating besides the bean bags so that you could read with your child. Love the current story times and I feel like there is a good selection of childrens' books.**

**It's great to see all the Children's activity in the branch! The staff there does a good job and programs are very well attended.**

**Keep up the songs & story time. The girls love the yoga part too. And regular reading programs are great too. Maybe add holiday ones?**

**Larger area for story time. Ms. Janice has an incredible program. Her story time unites the community and children. On Fridays, its a struggle to find any room for the children to move around. I hope the remodel will allow for a larger space for Ms. Janice.**

**larger collection of books. no need for more computers as this is a library. My daughter loves the coloring/ crafts to do.**

**Love what is there now**

**more activities for older children**

**More regular reading times. Need to expand sports related books for boys.**

**Music**

**My small grandchildren always enjoy going there when they visit from out-of**

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town. It has a rare peaceful atmosphere that is missing from so many modern public places. I can't speak for older children.

NA

NA I don't have children

**Question: What services, programs and collections would you like to see for adults?**

-

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a division of "Freinds of the Library"

Again, there are plenty of services & programs for adults at the main library only a few blocks away

another waste of money

audio books

Author visits and lectures. Travel slide shows.

Biblical counseling options for every addiction & personal challenge since God has all the answers in His Holy Bible [www.blb.org](http://www.blb.org) 107.9fm  
[www.kwve.com](http://www.kwve.com) [www.cccm.com](http://www.cccm.com)

Book club, author presentations, adult education programs.

Book clubs on several levels. I used to dream about getting locked in a library overnight so I could read all night long.

Book clubs

Author's presentations for adults, young adults & children's books

book groups and book readings

Books on tape, DVDs, magazines, new books

Computer and software programs. Wordpress, managing photos

45



**Continue with the same services.**

**expanded DVD collection of BBC programs and HBO series programs, travel books, more copies of best sellers (to shorten the wait time for requests)**

**Guest speakers/authors**

**I am happy with the ones it has.**

**I haven't used the adult section much, but I would enjoy a greater selection of free e-books and maybe an adult book club.**

**I like the "new book" section at the library to browse. And I like that the "hold" section doesn't require help from a librarian.**

**I like the ability to reserve books online and pick them up there.**

**It suits my needs, but I haven't had this conversation with other adults.**

**just the basic stuff: newspapers, magazines, online access, new books, etc**

**Keep up the good work!!! My family of 5 visits 2-3 times/week (and go to the Central Library once/week).**

**Less computers, more books.**

**Love what already is provided.**

**Maybe some book clubs or lectures occasionally**

**More books available. Right now there are a ton of Books on Tape and videos.**

**more chairs for reading**

**More comfortable seating; more of a "coffee shop" feel.**

**More community events like the Corona del Mar Walk in December.**

**More digital books that can be checked out for Kindle and other readers.**

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**Access to online academic journals and lexis/nexis.**

**more music**

**Neighborhood book discussion group**

**no comment**

**No need - can go to central library for classes and special requests**

**No need for expanded programs.**

**none**

**One-book programs including film, speakers, and/or discussions regularly offered. Multigenerational interaction. Read alongs.**

**Open on Weekends when people are off work**

**Periodic guest lectures or discussion forums; mini-town halls to meet the city or other representatives; ways to get involved and help or give back to the community...**

**Periodicals and newspapers, best sellers.**

**Popular materials,. magazines, audiobooks, movies.**

**Quiet study carrels**

**same as now**

**Ukelele events, Senior Taxes, Senior Painting programs**

**Question: What special amenities would you like to see in the branch?**

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- 1. Openness to the outdoors/outdoor seating (use Hawaii doors for access)**
- 2. Beverages (since this isn't a research library where books are often out, I**

47



should be able to bring in my Bruegger's cup or even better get a simple coffee or fountain soda in house)

3. More Comfortable Seating

4. Cheaper Printing

A few more magazine such as VegNews and harder to find titles.

a library is for books, anything to read. food service does not go along with a library. sorry

A movie theater for educational family appropriate documentaries and movies

A second floor with a community room.

Again, I would like to see this branch close. If the fire department needs the space I think the city should allow them to use it. Having 2 libraries so close together is a complete waste of taxpayer dollars!

air conditioning, please.

Air conditioning. Please keep the staff. It is a special place. Lovely to be able to walk to a community spot and not have to buy something.

An online piano for piano practice.

another waste of money

Book Clubs

book group

coffee

Comfortable chairs for reading.

comfortable chairs, soft lighting and good air circulation. Please dont "over-tech" this branch.

Fine the way it is.



**Free wifi. I carry mine along but more computers always good. More circulating current best sellers.**

**Ground floor facility with perhaps a second story for a small auditorium for music programs or book reviews or parties. Bigger space than what is now proposed.**

**hi speed wifi**

**I am most pleased with this facility for library resources and am accepting of improvements for keeping the facility present at its location for the community.**

**I hope that the new library will offer at least the same services the current one does. I do have concerns that if it is closed for a long period of time, families will need to drive to Newport Center. Once the new library opens, it may take a while for people to return to the neighborhood library. It will be critical to have all the programs even if they do not seem well attended initially. Also I hope the design of the new library will reflect the neighborhood of Old CDM.**

**improved rest rooms, comfortable chairs for reading, librarian book recommendations, continued participation in CdM Christmas Walk,**

**Keep up the kids activities. They are the best.**

**Love the branch as it is.**

**Love the video selections**

**More comfortable chairs.**

**More computers and more books.**

**more computers, reading programs**

**Natural light**

**A garden land-scape with bird baths to attract the natural eco-system**

**Reading areas out-of-doors**

**Larger variety of Recorded Books**



No more than they have now.

none

Not sure what is meant by special amenities

Outside area for reading and using wifi.

Outside space

Patio, garden, food trucks, coffee.

Same as above.

same as now

Some kind of coffee or snack bar. Better and more comfortable chairs.

some way that we can be at the smaller library without feeling as if the librarian has "logged" us in (& out) (at the main library you can come & go without one or two employees having noticed & watched your every move)

Stroller parking :) It would also be nice to have access to some coffee/water/juice. Lastly, I think it's very important to keep the space open, lots of windows and high ceilings to let in plenty of natural light (so much nicer than harsh fluorescent lights when reading).

The building could use a remodel.

Updated bathroom.

Updated restrooms, community meeting room

Would like the branch to have greater computer resources including Apple-based (iOS) platforms. A meeting room area for discussion or tutoring sessions would be useful.

#### Comments

Number of Comments 0



**TO:** LIBRARY BOARD OF TRUSTEES

**FROM:** Library Services Department  
Tim Hetherton, Library Services Director  
949-717-3810, [thetherton@newportbeachca.gov](mailto:thetherton@newportbeachca.gov)

**PREPARED BY:** Melissa Kelly, Library Support Services

**TITLE:** Library Capital Improvement and Capital Outlay Needs

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Prior to drafting the next year's budget for the Library, we are looking at furniture, fixtures and equipment that need to be replaced, refinished or refurbish as well as projects that need to be considered to approve the appearance and/or functionality of the libraries. The list will be presented for the Board's consideration and is not actionable item. Staff is seeking direction as to items that the Board would like us to investigate further and include in the Budget when it is presented to the Board for approval in January.